



# Glens Falls Hospital

Ann Marie Hatch, Sr. Director of Physician Practices  
100 Park Street  
Glens Falls, NY 12801  
Tel: 518.926.6988 - Fax: 518.926-6983  
E-mail: [ahatch@glensfallshosp.org](mailto:ahatch@glensfallshosp.org)

May 13, 2019

NYS Department of Health  
Empire State Plaza  
Corning Tower  
Albany, New York 12237

Re: Closure of Broad Street Internal Medicine service located within the  
Broad Street Medical Center  
2 Broad Street Plaza  
Facility ID 9155 Certificate # 5601000H

To Whom It May Concern:

We are writing to request approval to close the above referenced Broad Street Internal Medicine primary care services located within the Broad Street Medical Center. This is not a request to relinquish the operating certificate for this location or close the extension clinic, only the closure of this service within. Glens Falls Hospital will still continue to operate Adirondack ENT at this location, and is in conversation with the Regional Office and the Bureau of Project Management about the operating certificate discrepancy. Glens Falls Hospital is anticipating closure of the Broad Street Internal Medicine Practice no later than August 2, 2019.

Once we have received the approval for closure, we will move forward with proper notification of all parties as per the attached outline. At the current time we do not have plans to transition this particular location and service to another external entity and will be working with the landlord regarding the space. We will however, transition the practice and staff to our Hudson Falls Medical Center which is located approximately five miles away. The Hudson Falls location is able to house all providers as well as provide access to the attributed patients anticipated to transfer.

The patients, practitioners and staff will be communicated to in advance and will be offered a transition to the Hudson Falls Medical Center or any open positions within other Glens Falls Hospital locations.

Enclosed you will find a closure plan outlining the anticipated steps to close this service. We will keep your agency apprised of any changes or updates as we pass through the upcoming months. Please feel free to contact me with any questions: Ann Marie Hatch, Sr. Director of Physician Practices at 518-926-6988 or by email at [ahatch@glensfallshosp.org](mailto:ahatch@glensfallshosp.org).

Sincerely,

Ann Marie Hatch  
Sr. Director of Physician Practices

**Glens Falls Hospital – Broad Street Internal Medicine – Closure Plan**

**Closure Timeline and Communication Plan – Post Closure Approval**

Within the two weeks following NYS DOH approval notification receipt there will be:

- ✓ Formal communication to the Mayor of Glens Falls. (see attached draft letter)
- ✓ Formal communication to all providers and staff that work at the Broad Street Internal Medicine service notifying them that we have received written approval from NYS DOH to proceed with the closure. This letter will indicate that they will transition to the Hudson Falls Medical Center and/or are eligible to apply for any open position within the organization that they are qualified for. (see attached draft letter)
- ✓ Formal communication to all patients seen in the last three years notifying them that the service is closing. This letter will indicate where their practitioners will be relocating to and how they can obtain copies of their medical records. Should the patient remain within the system, their medical records are housed within the electronic medical record system which can be accessed from any Glens Falls Hospital location. For access to older paper records, patients can reach out to the:

Hudson Falls Medical Center  
325 Main Street  
Hudson Falls, New York 12839

For those patients that would prefer not to transition, a medical records release will be attached for their signature and authorization to transfer their records to a provider of their preference. The patient will return the records release authorization to the Hudson Falls Medical Center and the records will be transferred to the new primary care provider (see attached letter and release of information)

- ✓ Formal communication via local newspaper as notification to patients regarding the new location of their primary care provider and the process to obtain their medical records should they so choose to. All media questions will be directed to the Director of Communications and Public Relations.
- ✓ The front door of the building will house notification that the Glens Falls Hospital will no longer see patients at the location and will contain all other pertinent information. (see attached)

**Glens Falls Hospital – Broad Street Internal Medicine – Closure Plan**

**Plan for Medical Records and Retention**

Ongoing	<ul style="list-style-type: none"><li>✓ Paper medical records: Inactive paper medical records will be boxed, labeled and stored at the Glens Falls Hospital records storage location in Glens Falls, New York. These records will be retained as per the attached medical records retention policy. Any correspondence received after the records are placed in storage will be placed in the current electronic medical records system. Any record transfers or requests will be completed with the proper patient authorization.</li><li>✓ Electronic medical records: The patient's electronic medical records will be accessible to all authorized staff within Glens Falls Hospital. Patient records will be available to those in need with proper patient authorization. The Hudson Falls Medical Center will be the area responsible for the release of records.</li></ul>
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**Plan for Telecommunication and Information Systems**

Date of transition	<ul style="list-style-type: none"><li>✓ The Broad Street Internal Medicine published phone number (518) 926-1770 and fax number (518) 926-1799 will be rolled to ring at the Hudson Falls Medical Center where staff will respond to all callers' requests.</li><li>✓ Computers, phone switches and other electronic equipment will be relocated to other Glens Falls Hospital locations as needed.</li></ul>
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**Plan for Equipment and Supplies**

Date of transition	<ul style="list-style-type: none"><li>✓ General clinical and office equipment and supplies will be relocated to the Hudson Falls Medical Center and/or another Glens Falls Hospital location as needed.</li></ul>
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**Notification to vendors and insurance companies**

Prior to closure	<ul style="list-style-type: none"><li>✓ All vendors such as but not limited to shredding companies, waste removal, electricity, cable, heat/air conditioning, and the US postal services will be notified of the closure with instruction on where to forward any final invoices.</li><li>✓ All patient insurance companies will be notified of the closure of the location and for redirection of patient panels to the Hudson Falls Medical Center.</li></ul>
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# Glens Falls Hospital

Glens Falls Medical Group  
100 Park Street  
Glens Falls, NY 12801  
Tel: 518.926.6988 - Fax: 518.926-6983  
E-mail: [phammond2@glensfallshospital.org](mailto:phammond2@glensfallshospital.org)  
[kgallagher@glensfallshosp.org](mailto:kgallagher@glensfallshosp.org)  
[ahatch@glensfallshosp.org](mailto:ahatch@glensfallshosp.org)

DATE:

Daniel L. Hall  
Mayor, Glens Falls  
42 Ridge Street  
Glens Falls, New York 12801

Dear Mayor Daniel Hall:

We are writing today to update you on some changes within our Glens Falls Medical Group, specifically those changes affecting the Broad Street Internal Medicine practice.

Glens Falls Hospital will be closing the Broad Street Internal Medicine practice located within the Medical Center at 2 Broad Street Plaza, Glens Falls, NY 12801. The last anticipated patient care services will be rendered on August 2, 2019 at 5:00 pm.

Patients of the practice will be receiving notification of the closure and consolidation into our Hudson Falls Medical Center located at 325 Main Street, Hudson Falls, NY 12839.

Please know that we appreciate and respect the concern this may cause to the community, and we will take all steps to minimize disruption of patient care. In addition, we would like to thank you for your support and representation over the years.

If you have any questions or concerns, please feel free to contact any of us at the contact information above.

Sincerely,

Patti Hammond, RN, BSN, MBA, FACHE

Kevin Gallagher, MD, FAAFP

Ann Marie Hatch, CMPE, PCMH CCE



# Glens Falls Hospital

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100 Park Street  
Glens Falls, NY 12801  
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E-mail: [phammonid2@glensfallshospital.org](mailto:phammonid2@glensfallshospital.org)  
[kqgallagher@glensfallshosp.org](mailto:kqgallagher@glensfallshosp.org)  
[ahatch@glensfallshosp.org](mailto:ahatch@glensfallshosp.org)

May 13, 2019

Dear

This letter is to notify you of our intent to submit a closure plan to the New York State Department of Health for the Broad Street Internal Medicine practice, no later than August 2, 2019. Our plan is to consolidate Broad Street Internal Medicine into the Hudson Falls Medical Center starting Monday, August 5, 2019.

We want to recognize the anxiety this may cause you and want you to know that we, along with the Human Resources team, will work very closely with you over the upcoming months to ease this transition.

No actions can be taken until we have received approval from the Department of Health, however, once this is received there is a detailed listing of communications and actions that will take place. We hope that you will be engaged with the action plan in order to minimize our patient concerns while maintaining the confidence and trust you have instilled in them for many years.

Please know that we appreciate and respect the worry that this may cause to you and your family, and we remain optimistic that together we will be able to make our way through this change.

Thank you and take care,

Patti Hammond, RN, BSN, MBA, FACHE

Kevin Gallagher, MD, FAAFP

Ann Marie Hatch, CMPE, PCMH CCE



# Glens Falls Hospital

**Glens Falls Medical Group**  
100 Park Street  
Glens Falls, NY 12801  
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E-mail: [phammond2@glensfallshospital.org](mailto:phammond2@glensfallshospital.org)  
[kgallagher@glensfallshosp.org](mailto:kgallagher@glensfallshosp.org)  
[ahatch@glensfallshosp.org](mailto:ahatch@glensfallshosp.org)

DATE

Dear XXXXX

We are writing today to update you on the status of the Broad Street Internal Medicine closure.

First and foremost, we would like to thank you for your years of dedicated service to the organization and commitment to your fellow providers, your colleagues and our patients. The compassion that you have shown to our patients has been astonishing and you should be very proud of your profession.

We have received closure approval from the New York State Department of Health and it is time for us to move to the next phase.

Over the next week, we will be sending letters to our patients, emergency services organizations, and community officials. Attached is a draft copy of the patient letter so you are aware of the contents.

From an employee perspective, we remain committed to transitioning all that are interested to the Hudson Falls Medical Center and/or any open position for which you are qualified. We understand that this may cause anxiety and we will work to minimize this.

Please know we continue to appreciate all that you have done to date and we remain optimistic that together we will be able to transition our patients and practice to the new location.

Thank you again and take care.

Patti Hammond, RN, BSN, MBA, FACHE

Kevin Gallagher, MD, FAAFP

Ann Marie Hatch, CMPE PCMH CCE



# Glens Falls Hospital

**Broad Street Internal Medicine**  
2 Broad Street Plaza  
Glens Falls, New York 12801  
Phone (518) 926-1700  
Fax (518) 9276-1799

DATE:

Dear Valued Patient:

We are writing today to update you on some changes within our Glens Falls Medical group, specifically those changes affecting Broad Street Internal Medicine and Hudson Falls Medical Center.

Glens Falls Hospital will be closing the Broad Street Internal Medicine service located at 2 Broad Street Plaza, Glens Falls, NY 12801. The last day we will provide care at this location is August 2, 2019.

Dr. Thomas Kandora, along with the dedicated support staff, will be relocating to the Hudson Falls Medical Center located at 325 Main Street, Hudson Falls, New York.

We hope that you plan to continue receiving care from the team that is knowledgeable of your history and with whom you have built a clinical relationship. **If you will be staying with the practice, you do not need to do anything and all upcoming appointments scheduled on or after August 5<sup>th</sup> will be at the Hudson Falls office.** If you choose to transfer to a provider outside of the Glens Falls Medical Group, you will need to complete the attached Authorization for Release of Health Information (please complete one for each individual patient). Please return to either the Broad Street Internal Medicine up until August 2, 2019 or to the Hudson Falls Medical Center thereafter.

Please know that we appreciate and respect the concern that this may cause to you and your loved ones. Your care team has been committed to providing quality care to you for many years, and we plan to continue to do so in this new location.

If you have any questions or concerns, please feel free to contact Dawn Tucker (Office Manager for the Hudson Falls location) at 518-747-3376 or any of us at the above contact information.

Sincerely,

Patti Hammond, RN, BSN, MBA, FACHE

Kevin Gallagher, MD, FAAFP

Ann Marie Hatch, CMPE, PCMH CCE

# NOTICE

Attention

Broad Street Intern

WE'RE MOV

Effective August 2, 20



# Glens Falls Hospital

Ann Marie Hatch, Sr. Director of Physician Practices  
100 Park Street  
Glens Falls, NY 12801  
Tel: 518.926.6988 - Fax: 518.926-6983  
E-mail: [ahatch@glensfallshosp.org](mailto:ahatch@glensfallshosp.org)

January 4, 2019

NYS Department of Health  
Empire State Plaza  
Corning Tower  
Albany, New York 12237

**Re:** Closure of Fort Edward Medical Center located  
At 327 Broadway, Fort Edward New York 12828  
Facility ID 6655 Certificate # 5601000H

To Whom It May Concern:

We are writing to request approval to close the above referenced Fort Edward Medical Center. Glens Falls Hospital is anticipating closure of this off-site location at 327 Broadway, Fort Edward New York 12828 on June 28 2019.

Once we have received the approval for closure, we will move forward with proper notification of all parties as per the attached outline. At the current time we do not have plans to transition this particular location and practice to another external entity and will be working with the landlord regarding the space. We will however, transition the practice and staff to our Hudson Falls Medical Center which is located approximately four miles away.

The patients, practitioners and staff will be communicated to in advance and will be offered a transition to the Hudson Falls Medical Center or any open positions within other Glens Falls Hospital locations.

Enclosed you will find a closure plan outlining the anticipated steps to close this clinic. We will keep your agency apprised of any changes or updates as we pass through the upcoming months. Please feel free to contact me with any questions: Ann Marie Hatch, Sr. Director of Physician Practices at 518-926-6988 or by email at [ahatch@glensfallshosp.org](mailto:ahatch@glensfallshosp.org).

Sincerely,

Ann Marie Hatch  
Sr. Director of Physician Practices

**Glens Falls Hospital – Fort Edward Medical Center – Closure Plan**

**Closure Timeline and Communication Plan – Post Closure Approval**

Within the two weeks following NYS DOH approval notification receipt there will be:

- ✓ Formal communication to the Fort Edward Town Supervisor, Fort Edward Mayor, Fort Edward Rescue Squad, Fort Edward Fire Department, and the Washington County Sheriff's Department regarding closure. (see attached draft letter)
- ✓ Formal communication to all providers and staff that work at the Fort Edward location notifying them that we have received written approval from NYS DOH to proceed with the closure. This letter will indicate that they will transition to the Hudson Falls Medical Center and/or are eligible to apply for any open position within the organization that they are qualified for. (see attached draft letter)
- ✓ Formal communication to all patients seen in the last three years notifying them that the practice is closing. This letter will indicate where their practitioners will be relocating to and how they can obtain copies of their medical records. Should the patient remain within the system, their medical records are housed within the electronic medical record system which can be accessed from any Glens Falls Hospital location. For access to older paper records, patients can reach out to the:

Hudson Falls Medical Center  
325 Main Street  
Hudson Falls, New York 12839

For those patients that would prefer not to transition, a medical records release will be attached for their signature and authorization to transfer their records to a provider of their preference. The patient will return the records release authorization to the Hudson Falls Medical Center and the records will be transferred to the new primary care provider (see attached letter and release of information)

- ✓ Prepared statement to use as needed for media inquiries. All media questions will be directed to the Director of Communications and Public Relations.
- ✓ The front door of the building will house notification that the Glens Falls Hospital will no longer see patients at the location and will contain all other pertinent information. (see attached)

**Glens Falls Hospital - Fort Edward Medical Center – Closure Plan**

**Plan for Medical Records and Retention**

Ongoing	<ul style="list-style-type: none"><li>✓ Paper medical records: Inactive paper medical records will be boxed, labeled and stored at the Glens Falls Hospital records storage location in Glens Falls, New York. These records will be retained as per the attached medical records retention policy. Any correspondence received after the records are placed in storage will be placed in the current electronic medical records system. Any record transfers or requests will be completed with the proper patient authorization.</li><li>✓ Electronic medical records: The patient's electronic medical records will be accessible to all authorized staff within Glens Falls Hospital. Patient records will be available to those in need with proper patient authorization. The Hudson Falls Medical Center will be the area responsible for the release of records.</li></ul>
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**Plan for Telecommunication and Information Systems**

Date of transition	<ul style="list-style-type: none"><li>✓ The Fort Edward Medical Center published phone number (518) 747-1041 and fax number (518) 747-1022 will be rolled to ring at the Hudson Falls Medical Center where staff will respond to all callers' requests.</li><li>✓ Computers, phone switches and other electronic equipment will be relocated to other Glens Falls Hospital locations as needed.</li></ul>
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**Plan for Equipment and Supplies**

Date of transition	<ul style="list-style-type: none"><li>✓ General clinical and office equipment and supplies will be relocated to the Hudson Falls Medical Center and/or another Glens Falls Hospital location as needed.</li></ul>
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**Notification to vendors and insurance companies**

Prior to closure	<ul style="list-style-type: none"><li>✓ All vendors such as but not limited to shredding companies, waste removal, electricity, cable, heat/air conditioning, and the US postal services will be notified of the closure with instruction on where to forward any final invoices.</li><li>✓ All patient insurance companies will be notified of the closure of the location and for redirection of patient panels to the Hudson Falls Medical Center.</li></ul>
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# Glens Falls Hospital

Glens Falls Medical Group  
100 Park Street  
Glens Falls, NY 12801  
Tel: 518.926.6988 - Fax: 518.926-6983  
E-mail: [phammond2@glensfallshospital.org](mailto:phammond2@glensfallshospital.org)  
[kgallagher@glensfallshosp.org](mailto:kgallagher@glensfallshosp.org)  
[ahatch@glensfallshosp.org](mailto:ahatch@glensfallshosp.org)

DATE: \_\_\_\_\_

Dear Valued Patient:

We are writing today to update you on some changes within our Glens Falls Medical Group, specifically those changes affecting the Fort Edward and Hudson Falls Medical Centers.

Glens Falls Hospital will be closing the Fort Edward Medical Center located at 327 Broadway – last patient care services rendered June 28, 2019 at 5:00 pm.

The high quality care team of Dr. Philip Gara, Jean Hanson NP and Jamie Bovair NP along with the dedicated support staff will be relocating to the Hudson Falls Medical Center located at 325 Main Street, Hudson Falls, New York.

We hope that you plan to continue receiving care from the providers that are knowledgeable of your history and for whom you have built a clinical relationship with. **If you will be staying with the practice, you do not need to do anything and all upcoming scheduled appointments you already have will be at the Hudson Falls office.** If you choose to transfer to a provider outside of the Glens Falls Medical Group you will need to complete the attached Authorization for Release of Health Information for each patient and return to either the Fort Edward Medical Center up until June 28, 2019 or to the Hudson Falls Medical Center thereafter.

Please know that we appreciate and respect the concern that this may cause to you and your loved ones. Your care team has been committed to providing quality care to you for many years, and we plan to continue to do so in this new location.

If you have any questions or concerns, please feel free to contact Dawn Tucker (Office Manager for the Fort Edward and Hudson Falls locations) at 518-747-1041 or any of us at the above contact information.

Sincerely,

Patti Hammond, RN, BSN, MBA, FACHE

Kevin Gallagher, MD, FAAFP

Ann Marie Hatch, CMPE, PCMH CCE



# Glens Falls Hospital

Glens Falls Medical Group  
100 Park Street  
Glens Falls, NY 12801  
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[kgallagher@glensfallshosp.org](mailto:kgallagher@glensfallshosp.org)  
[ahatch@glensfallshosp.org](mailto:ahatch@glensfallshosp.org)

DATE:

Fort Edward Fire Department  
116 Broadway  
Fort Edward, New York 12828

Dear Sirs:

We are writing today to update you on some changes within our Glens Falls Medical Group, specifically those changes affecting the Fort Edward Medical Center.

Glens Falls Hospital will be closing the Fort Edward Medical Center located at 327 Broadway, Fort Edward, New York 12828 – last patient care services rendered on June 28, 2019 at 5:00pm.

Patients of the practice will be receiving notification of the closure and consolidation into our Hudson Falls Medical Center located at 325 Main Street, Hudson Falls, New York 12839.

Please know that we appreciate and respect the concern this may cause to the community, and we will take all steps to minimize disruption of patient care. In addition, we would like to thank you for your support and protection over the years.

If you have any questions or concerns, please feel free to contact any of us at the contact information above.

Sincerely,

Patti Hammond, RN, BSN, MBA, FACHE

Kevin Gallagher, MD, FAAFP

Ann Marie Hatch, CMPE, PCMH CCE



# Glens Falls Hospital

Glens Falls Medical Group  
100 Park Street  
Glens Falls, NY 12801  
Tel: 518.926.6988 - Fax: 518.926-6983  
E-mail: [phammond2@glensfallshospital.org](mailto:phammond2@glensfallshospital.org)  
[kgallagher@glensfallshosp.org](mailto:kgallagher@glensfallshosp.org)  
[ahatch@glensfallshosp.org](mailto:ahatch@glensfallshosp.org)

DATE:

Fort Edward Rescue Squad  
75 Schuyler Street  
Fort Edward, New York 12828

Dear Sirs:

We are writing today to update you on some changes within our Glens Falls Medical Group, specifically those changes affecting the Fort Edward Medical Center.

Glens Falls Hospital will be closing the Fort Edward Medical Center located at 327 Broadway, Fort Edward, New York 12828 – last patient care services rendered on June 28, 2019 at 5:00pm.

Patients of the practice will be receiving notification of the closure and consolidation into our Hudson Falls Medical Center located at 325 Main Street, Hudson Falls, New York 12839.

Please know that we appreciate and respect the concern this may cause to the community, and we will take all steps to minimize disruption of patient care. In addition, we would like to thank you for your support and protection over the years.

If you have any questions or concerns, please feel free to contact any of us at the contact information above.

Sincerely,

Patti Hammond, RN, BSN, MBA, FACHE

Kevin Gallagher, MD, FAAFP

Ann Marie Hatch, CMPE, PCMH CCE



# Glens Falls Hospital

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[kgallagher@glensfallshosp.org](mailto:kgallagher@glensfallshosp.org)  
[ahatch@glensfallshosp.org](mailto:ahatch@glensfallshosp.org)

DATE:

Town of Fort Edward  
P.O. Box 127  
Fort Edward, New York 12828  
Attn: Terry Middleton, Supervisor

Dear Supervisor Terry Middleton and Councilmen:

We are writing today to update you on some changes within our Glens Falls Medical Group, specifically those changes affecting the Fort Edward Medical Center.

Glens Falls Hospital will be closing the Fort Edward Medical Center located at 327 Broadway, Fort Edward, New York 12828 – last patient care services rendered on June 28, 2019 at 5:00pm.

Patients of the practice will be receiving notification of the closure and consolidation into our Hudson Falls Medical Center located at 325 Main Street, Hudson Falls, New York 12839.

Please know that we appreciate and respect the concern this may cause to the community, and we will take all steps to minimize disruption of patient care. In addition, we would like to thank you for your support and representation over the years.

If you have any questions or concerns, please feel free to contact any of us at the contact information above.

Sincerely,

Patti Hammond, RN, BSN, MBA, FACHE

Kevin Gallagher, MD, FAAFP

Ann Marie Hatch, CMPE, PCMH CCE



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[kgallagher@glensfallshosp.org](mailto:kgallagher@glensfallshosp.org)  
[ahatch@glensfallshosp.org](mailto:ahatch@glensfallshosp.org)

DATE:

Village of Fort Edward  
P.O. Box 345  
Fort Edward, New York 12828  
Attn: Matthew Traver, Mayor

Dear Mayor Matthew Traver and Village Trustees:

We are writing today to update you on some changes within our Glens Falls Medical Group, specifically those changes affecting the Fort Edward Medical Center.

Glens Falls Hospital will be closing the Fort Edward Medical Center located at 327 Broadway, Fort Edward, New York 12828 – last patient care services rendered on June 28, 2019 at 5:00pm.

Patients of the practice will be receiving notification of the closure and consolidation into our Hudson Falls Medical Center located at 325 Main Street, Hudson Falls, New York 12839.

Please know that we appreciate and respect the concern this may cause to the community, and we will take all steps to minimize disruption of patient care. In addition, we would like to thank you for your support and representation over the years.

If you have any questions or concerns, please feel free to contact any of us at the contact information above.

Sincerely,

Patti Hammond, RN, BSN, MBA, FACHE

Kevin Gallagher, MD, FAAFP

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[kgallagher@glensfallshosp.org](mailto:kgallagher@glensfallshosp.org)  
[ahatch@glensfallshosp.org](mailto:ahatch@glensfallshosp.org)

DATE:

Washington County Sheriff's Office  
399 Broadway  
Fort Edward, New York 12828

Dear Sirs:

We are writing today to update you on some changes within our Glens Falls Medical Group, specifically those changes affecting the Fort Edward Medical Center.

Glens Falls Hospital will be closing the Fort Edward Medical Center located at 327 Broadway, Fort Edward, New York 12828 – last patient care services rendered on June 28, 2019 at 5:00pm.

Patients of the practice will be receiving notification of the closure and consolidation into our Hudson Falls Medical Center located at 325 Main Street, Hudson Falls, New York 12839.

Please know that we appreciate and respect the concern this may cause to the community, and we will take all steps to minimize disruption of patient care. In addition, we would like to thank you for your support and protection over the years.

If you have any questions or concerns, please feel free to contact any of us at the contact information above.

Sincerely,

Patti Hammond, RN, BSN, MBA, FACHE

Kevin Gallagher, MD, FAAFP

Ann Marie Hatch, CMPE, PCMH CCE



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[kcallaaher@glensfallshosp.org](mailto:kcallaaher@glensfallshosp.org)  
[ahatch@glensfallshosp.org](mailto:ahatch@glensfallshosp.org)

DATE

Dear XXXXX,

We are writing today to update you on the status of the Fort Edward Medical Center closure.

First and foremost, we would like to thank you for your years of dedicated service to the organization and commitment to fellow providers, your colleagues and our patients. The compassion that you have shown to our patients has been astonishing and you should be very proud of your profession.

We have received closure approval from the New York State Department of Health and it is time for us to move to the next phase.

Over the next week, we will be sending letters to our patients, emergency services organizations, and community officials. Attached is a draft copy of the patient letter so you are aware of the contents.

From an employee perspective, we remain committed to transitioning all that are interested to the Hudson Falls Medical Center and/or any open position you are qualified for. We understand that this may cause anxiety and we will work to minimize this.

Please know we continue to appreciate all that you have done to date and we remain optimistic that together we will be able to transition our patients and practice to the new location.

Thank you again and take care.

Patti Hammond, RN, BSN, MBA, FACHE

Kevin Gallagher, MD, FAAFP

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[kgallagher@glensfallshosp.org](mailto:kgallagher@glensfallshosp.org)  
[ahatch@glensfallshosp.org](mailto:ahatch@glensfallshosp.org)

January 4, 2019

Dear XXXXXX

This letter is to notify you of our intent to submit a closure plan to the New York State Department of Health for the Fort Edward Medical Center effective Friday, June 28, 2019. Our plan is to consolidate the Fort Edward Medical Center into the Hudson Falls Medical Center starting Monday, July 1, 2019.

We want to recognize the anxiety this may cause you and want you to know that we along with the Human Resource team will work very closely with you over the upcoming months to ease this transition.

No actions can be taken until we have received approval from the Department of Health however once this is received there is a detailed listing of communications and actions that will take place. We hope that you will be engaged with the action plan in order to minimize our patient concerns while maintaining the confidence and trust you have instilled in them for many years.

Please know that we appreciate and respect the worry that this may cause to you and your family, and we remain optimistic that together we will be able to make our way through this change.

Thank you and take care.

Patti Hammond, RN, BSN, MBA, FACHE

Kevin Gallagher, MD, FAAFP

Ann Marie Hatch, CMPE, PCMH CCE

# **ATTENTION P**

**Fort Edward  
Center will be  
effective June  
at 5:00 pm.**

**The providers will be**

**Hudson Falls**